Any Way They Can Help

The City of Rockville is a community filled with outstanding volunteers who, without others to boast for them, would ordinarily go unrecognized for their contributions. For the second time, Rockville Reports is featuring a select group of volunteers chosen by the City's Human Services Advisory Commission for their unparalled service to the community.

Samuel L. Chapman. A silent partner in the Helping Hands Shelter since its opening 18 years ago, Chapman provides transportation for the shelter staff and clients, solicits funding for the shelter, ensures the shelter is stocked with food, and according to his nomination form, is a "goodwill ambassador in every way." Even in times of emergency, Chapman, who is now retired from the military and federal government, is available



physically and emotionally, reassuring shelter staff members that "everything will be alright." Aside from the shelter, Chapman spends hours with children and adults in reading programs, serves as an advocate for homeowners in the Rockville area who need help in making their homes safer and more habitable, and has served many years on the board of the Christmas In April program. According to his nomination form, "He is adored by all who know him; he is known throughout the City of Rockville and beyond for his easy-going personality, he has a can-do spirit and million-dollar smile."

Eldon Durscher. Anyone would be hard-pressed to find Durscher without a paintbrush, hammer or other tool in his hand. Durscher has served as a volunteer building coordinator for the Safe and Habitable Home Project of the Elderly Ministries Program of Community Ministries of Rockville for seven years. A retired architect, Durscher oversees the free construction and repair work done by the program for low- and moderate-



income Rockville residents. Durscher and his team have completed a majority of the 378 jobs done for Rockville residents in the last five years, volunteering for more than 800 hours. Elderly Ministries receives letters commenting on Durscher's work regularly. One recent letter read, "Mr. Durscher is a kind man. He did everything right. Again, I'm so thankful.'

Jan Eisner. A registered nurse, Eisner has been a MobileMed volunteer provider for seven years at the Rockville Senior Center and MobileMed headquarters. Eisner provides patient education, assessments and chronic disease management. Not only does Eisner provide hands-on medical treatment, but also she serves as the volunteer coordinator for MobileMed, which has led to a reorganization of its volunteer services. According to her peers, "Eisner treats

each and every patient with dignity and respect. Her connection with patients is obvious to anyone who has ever worked with or observed her. She finds her work rewarding and energizing. She looks forward to many years of helping MobileMed meet the critical and growing health care needs of the medically underserved in Montgomery County."

Shirley Murphy. Upon first meeting, Murphy's grace and charm are immediately apparent. A volunteer for the Montgomery Avenue Women's Center for 20 years, Murphy volunteers directly at the shelter, doing whatever the organization needs at the time, and also acts as the financial secretary. She serves on the Friends Committee (a group that helps with fundraising), shops for needed supplies and fills in on any special request. According to her peers,

"Shirley is an inspiration to all those who seek to serve persons in need. She is cheerful about the work that she does, encourages others and finds a way to get the tasks that she accepts completed."

Friends in Action: (left to right) Back row: Erich Baumgartner, Anthony Rene Sestelli and Darlene Combs. Front: Mary Ann Sestelli and Katie **Grant**. This team of mentors has worked directly with a Rockville singleparent family of five for more than a year and a half. The mentors helped the mother end an abusive relationship, including helping her to secure a protective order. When the mother was hospitalized, the mentors cared for her



four children in their own homes. As this family's sponsor, the mentors have worked hand-in-hand with each of the children's four schools to ensure their individualized education plans were maintained. The team also secured summer camp spots for each of the four children, and have helped the mother, who was diagnosed with diabetes, with a variety of medical needs.

More Than Just a Drop in the Bucket REAPing in the Help: Aide Neighbors in Need Through a Simple 'Check' on the Utility Bill

No donation is too small when it comes to an emergency.

For years the City of Rockville, in partnership with Community Ministries, has provided emergency assistance to residents through the Rockville Emergency Assistance Program (REAP). The program is coordinated by the Department of Neighborhood and Community Services. Any resident experiencing a legitimate emergency is eligible to apply for the program, which provides up to \$750 cash to help alleviate the resident's emergency.

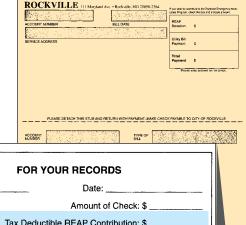
For example, a single father who was facing eviction because of an unexpected illness was able to secure enough emergency assistance to stay at the apartment while he recovered and returned to work.

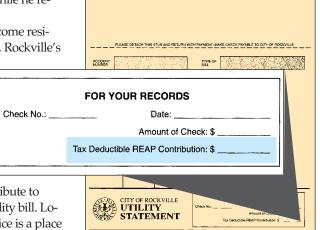
"REAP is not just for low-income residents either," said Robin Sparer, Rockville's Youth and Family Services Supervisor. "REAP is avail-

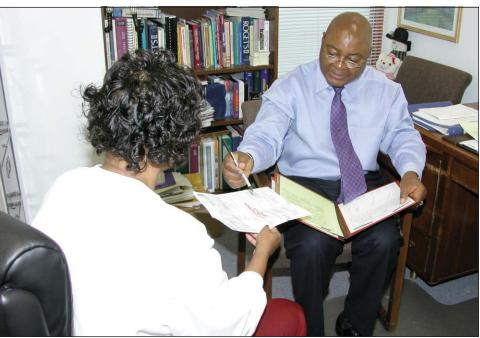
able for any resident in need We all need help at some point in time. REAP is designed to get residents through a difficult time in their lives."

One way residents can contribute to REAP is through the regular utility bill. Located directly on the City's invoice is a place to indicate how much money the resident wants to donate toward the program. "No amount of money is too small," Sparer said. "With such a worthy cause, every little bit adds up when everyone participates."

Last year, the REAP program approved 169 applications for assistance, serving 218 adults and 284 children. Recipients have used emergency money to help pay for utilities, shelter, food, medical needs and emer-







Alfred Thompson of the Department of Neighborhood and Community Services is one of the City employees who helps with the distribution of REAP benefits to individuals and families.

Want to Help?

Check out the Web sites for the Caregiver agencies listed in this insert for interesting ideas about how to donate your time. Anyone with a professional skill or an area of expertise could easily find opportunities to volunteer—and you might just change someone's life. Providing printing services, business consulting, graphic art talents and tax preparation expertise are just a few examples of ways volunteers can help. With just a few extra hours to spare, you could be the person to make a lasting difference in your community. Call Mary Lou Jacobs at 240-314-8310 for additional information.

Rockville's Caregiving Agencies Unique Ways of Giving

This special insert of "Rockville Reports" highlights many local "Caregiver" agencies, focusing on just a few of the many programs and services that support members of our community. There is contact information provided for individual programs, services or centers throughout the "Caregivers" insert, but for general information, contact the City's Department of Neighborhood and Community Services' Youth and Family Services Division at 240-314-8310, or stop by their offices at 20 Courthouse Square, Suite # 205 in downtown Rockville.

Unique Ways of Giving

Each year in the Caregivers insert of *Rockville Reports*, the City of Rockville highlights a variety of organizations, groups and individuals that selflessly donate their time and effort to assist those in the community. This year's insert features corporate and individual Caregivers that have extended their assistance in more creative ways — unique ways of giving.

These unique gifts range from donations of transportation for community groups, to assisting in the organization of focus groups for new health care initiatives, to alloting for the hiring of personnel in business settings for those who may otherwise not have gainful employment opportunities.

With the holiday season in full swing, people may wonder how they, too, can help those less fortunate. Often, financial support is the only area emphasized with talk of "charity," but there are significant contributions that can be made at little to no cost to the giver.

This issue of Rockville Reports features some creative gifts of services, equipment and other donations that could equally benefit those in need.

The list below highlights some creative gifts that local Caregiver agencies have received, and others that remain on their wish list.

Unique Gifts: Charities Express Their Organizational Needs

Korean Community Service Center

A unique gift already received... College students from Catholic University always participate in the Korean Community Service Center health fairs by assisting volunteer doctors and participants who are uninsured.

Some unique gifts they hope to receive... Donate more than 10 hours per month for one year, mentor isolated seniors and victims of domestic violence. For those with graphic arts experience: create flyers on health, public welfare and immigration-related issues.

Elderly and Disabilities Ministries

A unique gift already received... A volunteer calls clients weekly to talk with them and check their satisfaction with the homemaker service. The volunteer and her husband also threw a Valentine's Day Dinner Party for clients. He provided transportation and she made the food, even serving some of the clients' favorite recipes.

Sophia House

A unique gift they hope to receive...This shelter for homeless women would welcome donations of new women's underwear.

Horizon House

A unique gift they hope to receive... This program that provides case management support to men and women seeks a volunteer to provide art therapy and one that could help with budget counseling.

Rainbow Place

A unique gift they hope to receive...The shelter that provides shelter for homeless women during winter months would appreciate the gift of a subscription to cable TV. It would help make cold nights easier.

Community Ministries of Rockville Shelters

A unique gift they hope to receive...The Community Ministries of Rockville shelters aim to help men and women improve their lives through educational opportunites. Tuition and books that would enable residents to take a class at Montgomery College or another institution for higher learning would be a cherished gift.

Montgomery Avenue Women's Center

A unique gift they hope to receive... A freezer, or funds to buy one, would be a hot con-

Latino Outreach Program

A unique gift they hope to receive...Children's books, crayons, coloring books and other children's supplies – new or in good condition – are coveted donations.

Dorothy Day Place

A unique gift already received...The transition residence for women is grateful for a gift that helped renovate the house.

A unique gift they hope to receive... A 12-passenger van to transport the ladies to activities, such as retreats that they attend throughout the year.

A unique gift they hope to receive...The year-round emergency shelter for women and their children would like two metal park benches for parents to sit and watch their children in the playground area.



Thanks to the generous support of Capital Technology Information Services, Inc., (CTIS), located in Rockville, Margarity Valerio (above, right) received preliminary healthcare that indicated a serious health condition that since is being treated. CTIS was one of the driving forces with Community Ministries of Rockville, Inc., that led to "Hummy," a mobile health clinic for those with no health insurance.

Face of Giving

Rockville resident Margarita Valerio had been experiencing extraordinary stomach pains and terrible backaches for years. With no health insurance, however, Valerio, a mother of one, usually suffered through the pain, simply because there was no other option. One day less than a year ago the pain was so intense Valerio had to visit the emergency room. Without further testing, though, the hospital could not determine what was wrong.

Valerio continued to deal with the

Meanwhile, elsewhere in the City, Capital Technology Information Services, Inc., a Rockville-based information technology company with a focus on health and patients' well-being, and Community Ministries of Rockville, Inc., were in the process of developing a new healthcare initiative with MobileMed.

CTIS CEO Raj Shah, who was recently recognized as a Community Ministries Business Leader of the Year for CTIS's efforts in the greater Rockville Community, and Mansfield Kaseman, executive director of Community Ministries, had discussed ways their respective organizations could combine resources to help those underserved in the area.

CTIS, which is no stranger in giving to the Rockville community, helped organize six focus groups to identify healthcare needs among those uninsured in the county. One critical area identified was the desperate need for translation services for the underprivileged when receiving healthcare.

Community Ministries identified a viable solution through its Latino Outreach Program, which teaches English to the Latino community. Since many of its members also are uninsured residents, Community Ministries and CTIS identified the perfect population for a new initiative with MobileMed - a new traveling medical

clinic named "Hummy."

Since May, Hummy has been providing services at the Crusader Lutheran Church in Rockville to families participating in the Latino Outreach Program.

"These are patients who may have not seen a doctor in years, may have chronic diseases, may be lacking proper health care, may have never had a physical exam, and may need help with other social services," said Managing Director Agnes Saenz of Community Ministries.



"Hummy," pictured above, is a new MobileMed clinic that services many Rockville residents. Pictured with Hummy (from left to right) is Sabina Orellana (Patient Coordinator), Mansfield Kaseman (Executive Director), Agnes Saenz (Managing Director) of Community Ministries and Connie Dalton Ezerski (Executive Administrator) of CTIS.

Valerio was one of Hummy's first visitors. After a preliminary check-up with a Hummy healthcare provider, Valerio was referred to Surburban Hospital for more tests that would be conducted at no charge to her.

Tests revealed that Valerio needed surgery to remove gall stones. A local surgeon donated his time to perform the much-needed surgery. Some four months later Valerio said she's almost feeling like new. And she is one of the many patients who are thankful a local company and a community organization found a unique way to contribute.

Help for the Homeless

Chase Partnership House

- A program of Community Ministries of Rockville, 114 W. Montgomery Ave., Rockville
- 36-bed shelter for homeless men who are recovering from drug and alcohol abuse and who may have a chronic mental illness.
- Services include: hygiene/laundry facilities, a structured evening program, a computer lab, recreational activities, case management and coordination of services.
- Contact person: Darrell Butler Phone: 301-762-8682 (ext. 352); Web address: www.rocknet.org/community/ministries United Way designation #: 8420

Dorothy Day Place

- A program of Catholic Charities of the Archdiocese of Washington
- 24-hour, seven-day a week, year-round transitional shelter for homeless women. Provides beds, three meals a day, laundry, showers and telephone.
- Approximately 45 shelter residents receive on-site case management, substance abuse counseling, housing and job counseling, money management assistance, regular on-site medical care, legal services and expressive therapy activities.
- Contact person: Uwanna Collins Phone: 301-762-8314; Web address: www.catholiccharitiesdc.org United Way designation #: 8054

Helping Hands Center

- Provides emergency shelter to approximately 140 homeless women and young children 24 hours a day throughout the year.
- Services include: case management, three meals a day, private bedrooms, laundry facilities, workshops on money management, parenting, job preparation and search. Provides referrals for housing programs and assistance with first month's rent through a grant program.
- Contact person: Ann L. Chapman or Tammy Holland Phone: 301-340-2796

Hope Housing

- A program of Community Ministries of Rockville, 114 W. Montgomery Ave., Rockville
- Three Rockville sites provide permanent housing services to 15 formerly homeless men and women with physical and/or mental disabilities.
- Contact person: Darrell Butler
 Phone: 301-762-8682 (ext. 352); Web address: www.rocknet.org/community/ministries
 United Way designation #: 8420

Horizon House

- A program of Community Ministry of Montgomery County, 114 W. Montgomery Ave., Rockville
- Five houses provide case management and support to 25 men and women. All have physical and/or mental disabilities and fixed or very low incomes. The main program goal is to improve resident income and skills for the highest level of self-sufficiency possible.



Community Services in Rockville

Great Places to Donate Your Time, Talent, Money - and Keep it Local!



- Services include a case manager who supervises each resident's program goals and monitors house meetings.
 Residents pay a small monthly fee and contribute to household chores.
- Contact person: Priscilla Fox-Morrill Phone: 301-770-2413; Web address: www.communityministrymc.org United Way designation #: 8230

Jefferson House

- A program of Community Ministries of Rockville, 114 W. Montgomery Ave, Rockville
- Provides permanent supportive housing services for formerly homeless men who have completed a formal addiction treatment program. Supports their efforts to maintain sobriety and employment.
- Offers five men personal living quarters, support services and social and recreational activities.
- Contact person: Darrell Butler
 Phone: 301-762-8682 (ext. 352); Web
 address: www.rocknet.org/commu nity/ministries
 United Way designation #: 8420

Men's Emergency Shelter

- A program of the Montgomery County Coalition for the Homeless
- Provides a safe place throughout the year for vulnerable men awaiting placement in another community shelter or for those not eligible for other shelters.
- Offers a warm, safe environment, shower and toilet facilities, laundry, hot beverages, snacks and a bed.
- Contact person: Sharan London
 Phone: 301-217-0314; Web address:
 www.mcch.net

Montgomery Avenue Women's Center

- Daytime program for homeless women.
- Helps homeless women find jobs and assists with computer training, relocation assistance and prescription costs.
- Contact person: Norma Fagan
 Phone: 301-762-2288; Web address: www.mawctr.org

Rainbow Place

- Provides a warm, safe, caring environment for homeless women during the winter months of November through March. Serves approximately 85 women a season.
- Open 7 p.m. to 7 a.m. Women receive a warm bed, a hot supper, breakfast and a bag lunch, access to showers and laundry facilities and case management.
- Contact person: **Beth Land** Phone: **301-762-3363**; Web address: **www.rainbowplace.org**

Sophia House

- A program of Community Ministry of Montgomery County, 114 W. Montgomery Ave, Rockville
- A 30-bed emergency shelter and as-



DONATING BY CARRYING: There are many unique ways to contribute to one's community. Ray Morgan and Lorinda Kaiser, employees of EU Services in Rockville, are regular volunteers at the Manna Food Center, which helps feed needy families.

- sessment center for homeless women with issues related to mental illness, domestic violence and long-term disabilities.
- The facility is open from 6 p.m. to 8 a.m. and offers professional case management, meals, laundry, showers and programmatic meetings.
- Contact person: Priscilla Fox-Morrill
 Phone: 301-770-2413; Web address:
 www.communityministrymc.org
 United Way designation #: 8230

Stepping Stones Shelter

- Provides safe emergency shelter, food, clothing, case management and supportive services to approximately 150 homeless parents and children each year.
- Services include: Individual budget and financial counseling, employment and job workshops, computer training, domestic violence education, parenting classes and health education.
- Contact person: **Tina McKendree** Phone: **301-251-0567**; Web address: **www.steppingstonesshelter.org**

Food and Clothing

Interfaith Clothing Center

housewares, school supplies, infant

items, toys and children's books to

residents. Mondays, Wednesdays,

• The ICC's work is accomplished by

provide more than 10,000 hours of

service sorting, sizing, cleaning, dis-

playing and distributing clothing and

other goods. ICC also relies on thou-

Phone: **301-424-3796**; Web address:

www.communityministrymc.org

United Way designation #: 8230

sands of donors for clothing and

• Contact person: **Teresa Castro**

hundreds of volunteers who annually

low-income Montgomery County

Saturdays, 9 a.m. - 2 p.m., at 751

• Distributes donated clothes,

Twinbrook Pkwy.

housewares.

Manna Food Center, Inc.

- Distributes food to Rockville residents at risk of hunger and to Rockville shelters, pantries and the Lincoln Park Community Center.
- Provides each household with a box of staples and perishables to feed a family for three to four days.
- Contact person: Nancy
 Needhammer
 Phone: 301-424-1130; Web address: www.mannafood.org
 United Way designation #: 8846

Youth and Family Services

Friends in Action

- A program of Community Ministry of Montgomery County, 114 W. Montgomery Ave., Rockville
- Bilingual program that recruits, trains and supports teams of volunteer mentors who commit to working

three to four days. erson: Nancy Contact person: Monica BarberisYoung

Young
Address: Phone: 301-315-1103; Web address:

www.communityministrymc.org
United Way designation #: 8230

Health-related Programs

Healthy Families Montgomery • A program of Family Services

with low-income families and foster

children, teach adults life and budget-

ing skills, and empower families to

move towards financial indepen-

dence by strengthening the family

• Volunteer teams of mentors tutor

youth for at least one year.

- Agency, 610 East Diamond Ave., Suite J, Gaithersburg
- Serves overburdened first-time parents on a completely voluntary basis with no income guidelines.

• Families receive home visits, case management, health education, child development and parent education/ support groups. All services are available in both English and Spanish

Contact person: Crystal Carr
 Phone: 301-840-2000; Web address: www.familyservicesagency.org
 United Way designation #: 8098

Elderly and Disabilities Ministries • A program of Community Ministries

Charlotte Hughes, a longtime volunteer, prepares to hang one of numerous donated shirts at

the Interfaith Clother Center. The Rockville-based nonprofit organization provides donated

clothes and household items to improve the lives of Rockville's adults and children.

- of Rockville, 114 W. Montgomery Ave., Rockville
 • Provides case management and help
- Provides case management and help for the elderly by certified aides who clean, do laundry and assist with personal care through its *Home Care Program*.
- Offers free repair, maintenance and modifications to the homes of seniors and persons with disabilities through the Safe & Habitable Home Project.
- Contacts: Sylvia George, Director; Lynn White, Assistant Director Phone: 301-315-1096 or 301-762-8682 (ext.116); Web address: www.rocknet. org/community/ministries United Way designation #: 8420

Mobile Medical Care (MobileMed)

- Brings primary health care to low income, uninsured and working poor residents at five area clinics. Mobile van ("Moby") sites in Rockville include the Lincoln Park Community Center and the Twinbrook Recreation Center. "Hummy," Mobile Med's newest van, visits Crusader Lutheran Church.
- Health care professionals provide primary and preventive health care, referrals to specialty care as necessary, and the diagnosis and management of chronic conditions.
- Contact person: Robert Spector
 Phone: 301-493-2400; Web address: www.mobilemedicalcare.org
 United Way designation #: 8157

Primary Care Coalition: Care For Kids – Dental Care

- Provides access to high quality, culturally competent dental services to low-income uninsured children.
- Contact person: Maria Triantis
 Phone: 301-628-3420; Web address: www.primarycarecoalition.org
 United Way designation #: 8325

Cultural Diversity

Korean Community Service Center of Greater Washington, Inc.

- Provides information and referral services, welfare, health and immigration case management services and individual, family and marital counseling.
- Provides translation and interpretation services and educational services including ESL classes, computer classes, civics education, five-week summer school for students K-12.
- Contacts: Tae-In Lee or Joo Sup Song Phone: 240-683-6663; Web address: www.kcscgw.org

Latino Outreach Program

- A program of Community Ministries of Rockville, 114 W. Montgomery Ave., Rockville
- Provides English as a Second Language classes to Hispanic adults and citizenship classes for adults of all nationalities. Also provides health education on colorectal, breast and cervical cancer. Makes available information on employment and educational issues including health and job fairs.
- While parents attend classes, preschool and school-age children participate in enrichment classes staffed with bilingual instructors. Childcare is provided for children under age 2.
- Contact person: Cecilia Rojas Phone: 301-762-8682 (ext. 115); Web address: www rocknet.org/community/ministries

United Way designation #: 8420

Chinese Culture & Community Service Center

- Provides English literacy instruction to newly immigrated adults
- Three levels of classes include instruction on naturalization, citizenship and intensive pronunciation for elderly immigrants who rarely have the opportunity to speak English in their daily lives.
- Contact person: Vincent Tang
 Phone: 240-631-1200; Web address: www.ccacc-dc.org
 United Way designation #: 8811

Emergency Funds

Rockville Emergency Assistance Program (REAP)

- Provides financial assistance to residents faced with an emergency relative to shelter, utilities and medical prescriptions. Also provides assistance with getting IDs and job-related transportation. To be eligible for assistance, persons must have resided within the corporate city limits of Rockville for at least six months and provide documentation of their emergency.
- Contributions to REAP can be made directly through a designation on City water bills.
- Contact person: Mark Richman
 Phone: 301-762-8682 (ext. 106); Web
 address: www.rocknet.org/commu nity/ministries
 United Way designation #: 8420

Rockville FISH/Help

- All-volunteer organization serving residents of the City of Rockville.
- Provides emergency financial assistance with prescriptions, housing, utilities and food.
- Contact person: **Nell Hubbard** Phone: **301-564-0800**

Please note:

Si usted habla Español y necesita ser referido para los siguientes servicios: vivienda, salud, emergencia financiera, por favor llamar al departamento de servicios comunitarios al teléfono 240 314-8310 o llamar al senor Marcial E. Candido al teléfono 240-314-8315.

如果華語是您的母語,而您需要得到居住、 財務及醫藥方面的補助,請電華人活動中心 240-631-1200,我們將爲您提供華語服務。

주택, 의료보조, 재정보조 등의 분야에 대해 한국어로 도움이 필요하신 분들은 워싱폰 한언봉사센타 (전화번호:240~683-6663)포 역막주시기 바닷니다.

Human Services Advisory Commission

The City of Rockville works with many boards and commissions that assist with group-specific issues on an ongoing basis. The Human Services Advisory Commission is committed to making the City's many services available to all residents.

Anne M. Robbins
Council Liaison
Members include:

Chair **Ann Reiss**

Consumer Representative

David L'Heureux

Caregiver Representatives

Darrell Butler

M. Thomas Lawrey

At-Large Representatives
Mary Caroline Colletti
William Goodwin
Deborah Parham Hopson
Tim Stranges
Eric Kuohwa Wang

Agnes Saenz

SERVING OTHERS AND U... EU Services, the privately-owned East Rockville company that over the past 35 years has become one of the nation's premier printing and direct mail production companies, is well-known around Montgomery County for both its services and its continuing contributions to the community. Now, the efforts of EU Services are being recognized far-beyond Rockville. On Nov. 10, the Maryland Chamber of Commerce and the Baltimore Business Journal presented EU Services with the Maryland Business Philanthropy Award (for medium-sized businesses with 101-500 employees).

Since 1973, the company has supported an employee-run community services charity. This year, the company expects its contributions to come close to \$100,000. The company provides a 100 percent match to employee contributions to charities—a significant commitment for a mid-size firm. EU Services also assists the Manna Food Kitchen, Montgomery College, the Lion's Club, and other community and civic groups.

Among its volunteer efforts, EU Services employees and their families (above) spent time performing trail maintenance and trash removal at Rockville's Croydon Creek Nature Center on 'Give Back Day' in April.